

Paper reference

**20161K**

**Pearson BTEC Level 3**

**Nationals Extended Diploma**

# **Information Technology**

**UNIT 14: IT Service Delivery**

**(Part A)**

**January 2023 Series**

**You must have**  
Nil.

**You will be given**  
Nil.

**THIS PACKAGE CONTAINS 1 COPY**

**A4 Modification 18pt BOLD**

**You MUST NOT use the standard version of the question paper  
with this modified question paper.**

**The modified question paper may contain differences to the  
standard question paper.**

**These differences are part of the modification process.**

**ALL components of the examination that the candidate  
attempts **MUST** be returned with the **candidate's** question paper.**

***This includes any answer booklets and diagram booklets.***

**Any component not returned will remain unmarked and could  
impact on the grade received by the candidate.**

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